



Magnetic Hill Zoo's Summer Camp Registration FAQ

What methods of payment does the online registration system accept?

Visa and MasterCard

What do I do if I do not have a credit card or internet access to register online?

Registering online is the quickest and easiest way for you to get the spot you want for your child. This can be done from a location and at a time that is convenient for you without having to rely on zoo staff.

If you cannot make alternate arrangements, zoo staff are available most weekdays to accept telephone and in-person registrations. In-person registrations are by appointment only. Please email zoo.education@moncton.ca to schedule an appointment.

What do I do if I need to change or cancel my child's registration?

Please email zoo.education@moncton.ca. One of the camp directors will reply from Monday to Friday from 9 am to 4 pm.

What is your cancelation policy?

No refunds are given if a cancellation is received within 14 days of the first day of camp in which a camper is registered (except in the case of unforeseen circumstances).

How can I get another copy of my receipt?

Click on the link provided in the confirmation email you received when you registered.

If you have deleted the confirmation email, please email to request another copy of your receipt to zoo.education@moncton.ca and include the following information: your camper's name, week(s) they are registered, and age group.

How can I get another copy of the parent information letter?

Please go to www.mhzoeducation.com/parent-information-letters to download the PDF version of the parent information letters.



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What are the age requirements for each age group?

5-7 year old age group: The 5-7 year old age group is intended for children ages 5, 6 or 7 years old. Campers must be at least 5 years old by the first day of the camp week in which they have registered. (For example, if a camper turns 5 years old on July 9, 2020, then the camper may attend camp on the week of July 13 or later in the summer.) 8 year olds are also permitted in the 5-7 year old age group.

8-10 year old age group: The 8-10 year old age group is intended for children ages 8, 9 or 10 years old. Campers must be at least 8 years old by the first day of the camp week in which they have registered. (ie. If a camper turns 8 on July 9, 2020 then the camper may attend camp on July 13 or later in the summer.) 11 year olds age also permitted in the 8-10 year old age group.

A 7 year old may register for an 8-10 year old age group if the following 2 requirements are met:

- The 7 year old will be turning 8 years old by December 31, 2020.
- An adult aged 18 years or older accompanies, and is responsible for, the 7 year old child on Magic Mountain day.

11-13 year old age group: The 11-13 year old age group is intended for children ages 11, 12 or 13 years old. A 10 year old camper may register for an 11-13 year old group if the 10 year old is turning 11 years old by December 31, 2020.

14-17 year old age group: The 14-17 year old age group is intended for youth ages 14, 15, 16 or 17 years old. 14-17 year old campers must be at least 14 years old by the first day of the camp week in which they have registered. (For example, if a camper turns 14 on July 9, 2020 then the camper may attend camp on July 15 or later in the summer.)

How many times can my child attend camp this summer?

If you wish to register your 5-7 year old camper for more than one week this summer, the camper may attend a maximum of one week during the *It's a Bird Bonanza!* theme and may attend a maximum of one week during the *Lions, Tigers, and Bears oh my!* theme.

If you wish to register your 8-10 year old camper for more than one week this summer, the camper may attend a maximum of one week during the *Grossology* theme and may attend a maximum of one week during the *Why do animals do that?* theme.

An 11-13 year old camper may attend a maximum of one week per summer.

A 14-17 year old camper may attend a maximum of one week per summer.



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What are the camp's hours of operation and other basic details?

This information can be found in our parent information letters. Please go to www.mhzoeducation.com/parent-information-letters to download the PDF version of the parent information letters.

What do I do if the week I want to send my child is full?

When using the online registration system, click on the hour glass icon next to the week you want to send your child to camp and fill out the form to be added to the waiting list.

What are the steps to complete a registration online?

Step 1: Select your camper's age group and the week(s) they wish to attend.

Step 2: Enter your camper's and family's information.

Step 3: Review the information

Step 3b: At the end of step 3, you have the option to register any additional campers to be put on the same receipt. The system will automatically walk you through steps 1-3 for each additional camper.

Step 4: Enter your VISA or MasterCard information

Step 5: Confirmation of registration.

- An email will also be sent to the email address provided.
- A parent information letter will be attached to the email.
- A link to a pdf version of your receipt will be provided in the email.

What do I do if I am registering my friend's child and we want separate receipts?

If you wish to register a camper on your friend's behalf, you must complete steps 1 to 5 on a separate transaction to receive separate receipts.



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What information is mandatory to complete a registration?

A valid VISA or MasterCard number with the expiry date and the 3 digit security code found on the back of your card.

Camper information:

- Age group
- Week(s) to attend
- Name
- Date of birth
- Medicare number
- Allergies and medical conditions
- Which pronoun to use when addressing a camper
- Will your child have a caregiver while at zoo camp?
- Which language(s) does your camper have the ability and willingness to speak fluently and understand with ease?

Family information

- Parent/guardian name(s)
- Email address
- Mailing address with postal code
- Home phone number
- Who has custody of the camper
- Emergency contact person
- Emergency contact person's phone number

Agree to the following policies, waivers, and age group consent:

1. I attest that my child's age meets the age requirements as outlined below, and I understand that my child's registration will be cancelled and refunded in the case of non-compliance.
2. Yes, I understand that if my child is deliberately physically and/or verbally aggressive towards other camper(s) or staff, my child will be immediately dismissed from camp for the remainder of the day and I will be required to pick up my child within an hour of being notified of the incident. I also understand that if a second incident occurs during the same week, my child will be dismissed from camp for the remainder of the week.
3. Yes, I understand that a caregiver is required for campers who have caregivers in educational institutions/home school settings and/or if a camper is not able to participate in the camp programming on his or her own due to their additional needs.
4. Yes, I understand that during the week of camp, if the Zoo staff determine that my child requires a caregiver in order to ensure a positive camp experience for my child and the other campers in their group, I will be required to provide a caregiver or alternative arrangement.
5. Yes, I attest that my child has the ability and willingness to speak fluently and understand with ease the language of the program in which they are registered. (ie. My child can speak and understand English in the English program or can speak and understand French in the French program.)



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6. Yes, I understand that zoo camp is not a second language immersion program and the leaders will only converse with and provide instruction to the campers in the language of the program in which my child is registered. (ie. No simultaneous translation.)
7. Yes, I understand that my child will be moved to a program deemed suitable for their language needs if they are unable or unwilling to speak/understand the program. This is a safety precaution to prevent miscommunication in the event of an emergency. This also will ensure a continuous learning experience for the other campers.
8. Yes, I understand that if my child does not have the ability and willingness to speak English or French while at camp, I must provide translation/interpretation.
9. I waive all claims against the Magnetic Hill Zoo, the City of Moncton and it's agents in respect to any personal loss or bodily injury resulting from my child's participation in Zoo Camp at the Magnetic Hill Zoo.
10. I have provided the Zoo with all necessary medical information and I can be reached at the number(s) listed. In an emergency, I authorize the Zoo to secure medical care for my child.
11. *(For 8-13 year old campers only)* I waive all claims against the Magnetic Hill Zoo, the City of Moncton, and its agents in respect to any personal loss or bodily injury resulting from my child's participation in Magic Mountain days as part of Zoo Camp at the Magnetic Hill Zoo.
12. *(For 14-17 year old campers only)* All "Keeper Camp" participants must follow the safety rules and regulations as set by the Staff of the Magnetic Hill Zoo. Failure to comply with these rules and regulations causing potential endangerment to themselves, other Magnetic Hill Zoo Staff, the general public, and the animals will result in immediate removal from the Program without refund.

The following information is requested but it not mandatory:

- List the friend/sibling's name's if you would like your camper to be in the same group as a friend/sibling. (This is only possible if the friend/sibling is registered for the same week and is in the same age group as your camper. We will do our best to accommodate your request.)
- List the sibling's name if you have siblings registered for the same week and age group and would prefer these siblings to be separated in two different classrooms. (This is only possible for the 5-7 year old age group for the weeks of June 24, July 2 & 8, and August 12 & 19. We will do our best to accommodate your request.)
- Parent or guardian work phone number
- Parent or guardian cell phone number
- Name of additional adult(s) authorized to pick up the child
- Optional waiver: "I will allow the zoo to use photos/video of my child for promotional reasons."

Who can I contact if I have more questions?

Zoo.Education@moncton.ca